



PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME Alternative Phone, Inc

QUARTER / YEAR 2ND / 2009

Reporting Month → APR MAY JUN

Number of South Carolina Customer Access Lines Provided:

via Resale → 31 34 32

via UNE-P → 0 0 0

via Other Methods →

Total South Carolina Line Count → 31 34 32

Trouble Reports / Access Line (%) → 0.3% 0.0% 0.1%
 (Objective: < 7%)

Customer Out of Service Clearing Times (%) → 100% 100% 100%
 (Objective: > 85% w/in 24 hrs)

New Installs Completed w/in 5 Days (%) → 100% 100% 100%
 (Objective: > 85% w/in 5 working days)

Commitments Fulfilled (%) → 100% 100% 100%
 (Objective: > 85%)

Explanation for Objectives Not Met:

Does your company use its own switching facilities
 to provide services within South Carolina? → YES ☐ or NO ☒

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